

# U.S. Department of Veterans Affairs' (VA) Calendar Year (CY) 2023 Veteran Homelessness National Goals Office Hours

VHA Homeless Programs Office  
November 2, 2023

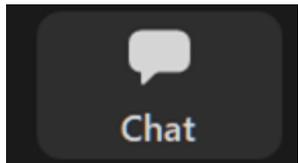
# Housekeeping

- This call will be recorded.
- The webinar will last approximately 60 minutes.
- All attendees will be muted.
- Questions can be submitted using the Chat function.
- If you have questions following the call, please email [VHA11HPO38kGoalSupport@va.gov](mailto:VHA11HPO38kGoalSupport@va.gov).

# Zoom Controls

Typically, on the bottom of the screen

**All participants are muted upon entry**



Chat – add questions or comments during the call.

# Agenda

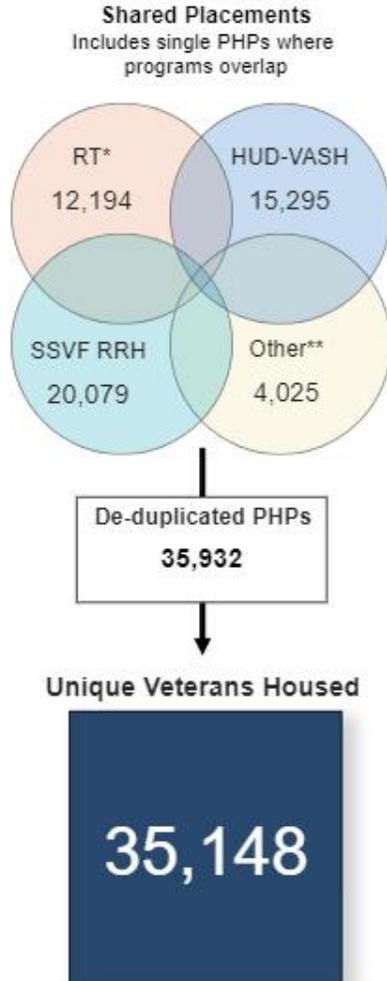
- Progress Update
- Integrating One Team Case Conferencing into Your Ongoing Operations
- Case Conferencing Best Practices
- Q&A



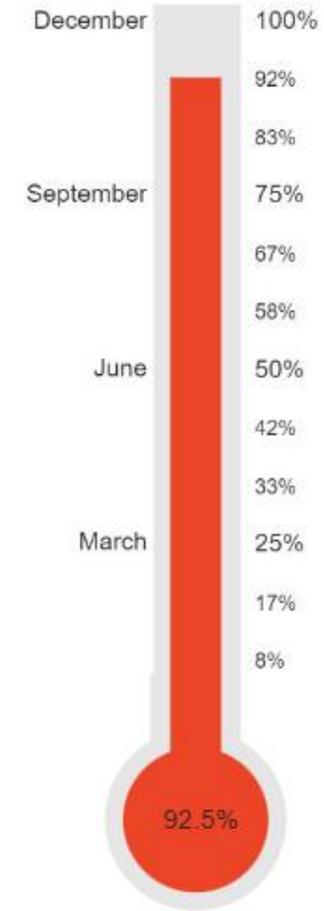
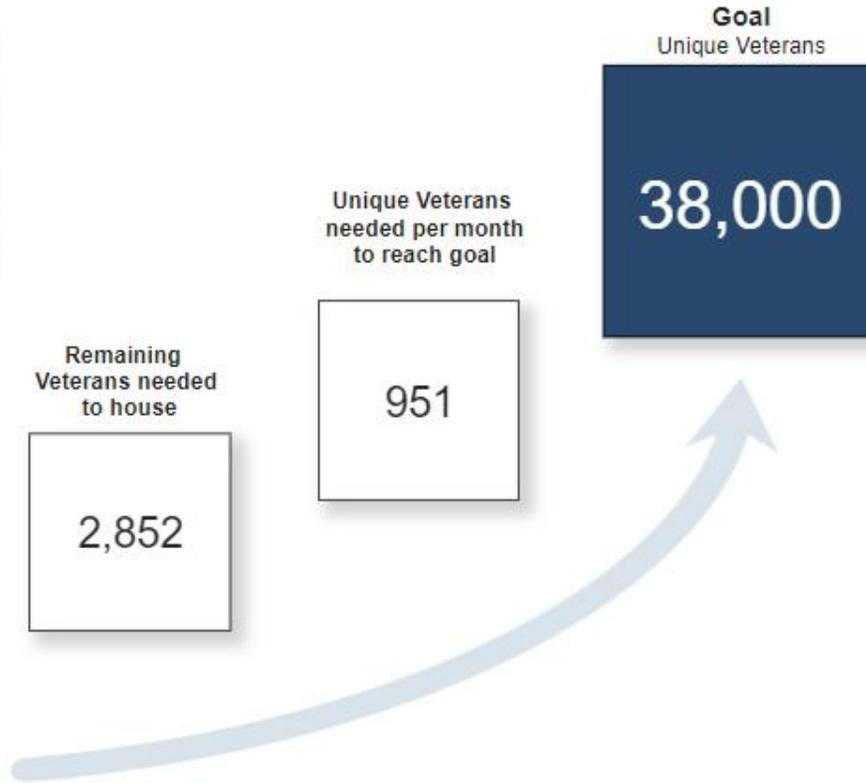
# Progress Update



# Goal 1: Permanent Housing

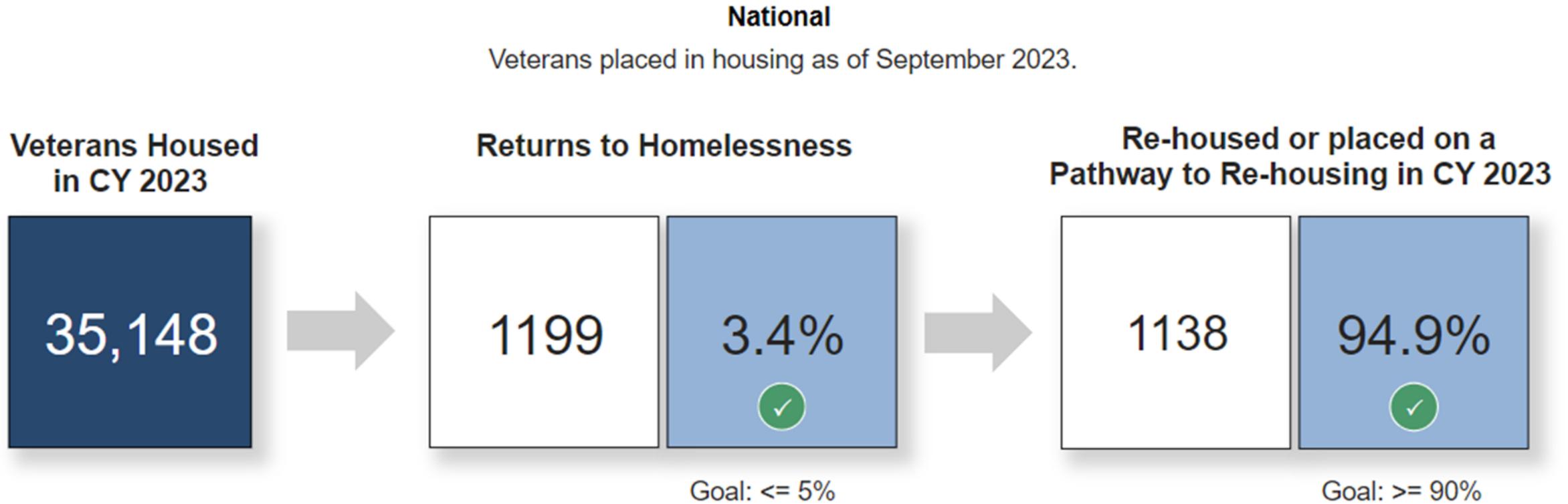


**National**  
Data as of September 2023



\* RT Programs: GPD and HCHV CRS/LDSH  
 \*\* Other: MH RRTP, GPD CM, HCHV CM, Homeless VJP, and SSVF HP  
 \*\*\* Nationally, Unique Veterans Housed represents all unique Veterans across facilities

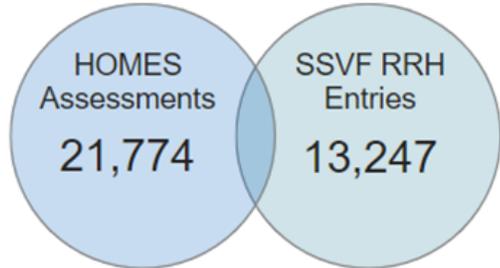
# Goal 2: Prevention of Returns to Homelessness



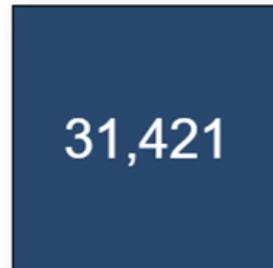
# Goal 3: Engagement with Unsheltered Veterans

National  
Data as of September 2023

**Unsheltered Veteran Engagement**  
Unsheltered Veterans de-duplicated by type of engagement (includes Veterans unsheltered at both assessment and SSVF RRH program entry)



**Unique Unsheltered Veteran Engagement**



**Remaining Unsheltered Veterans Needed**



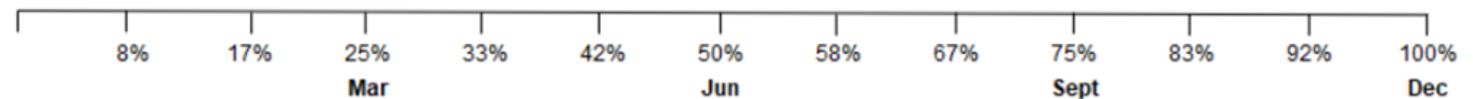
**Unsheltered Veterans needed per month to reach goal**



**Goal Unique Veterans**



112.2%



Unsheltered Veterans Engaged      Current Month Target

# Integrating One Team Case Conferencing into Your Ongoing Operations



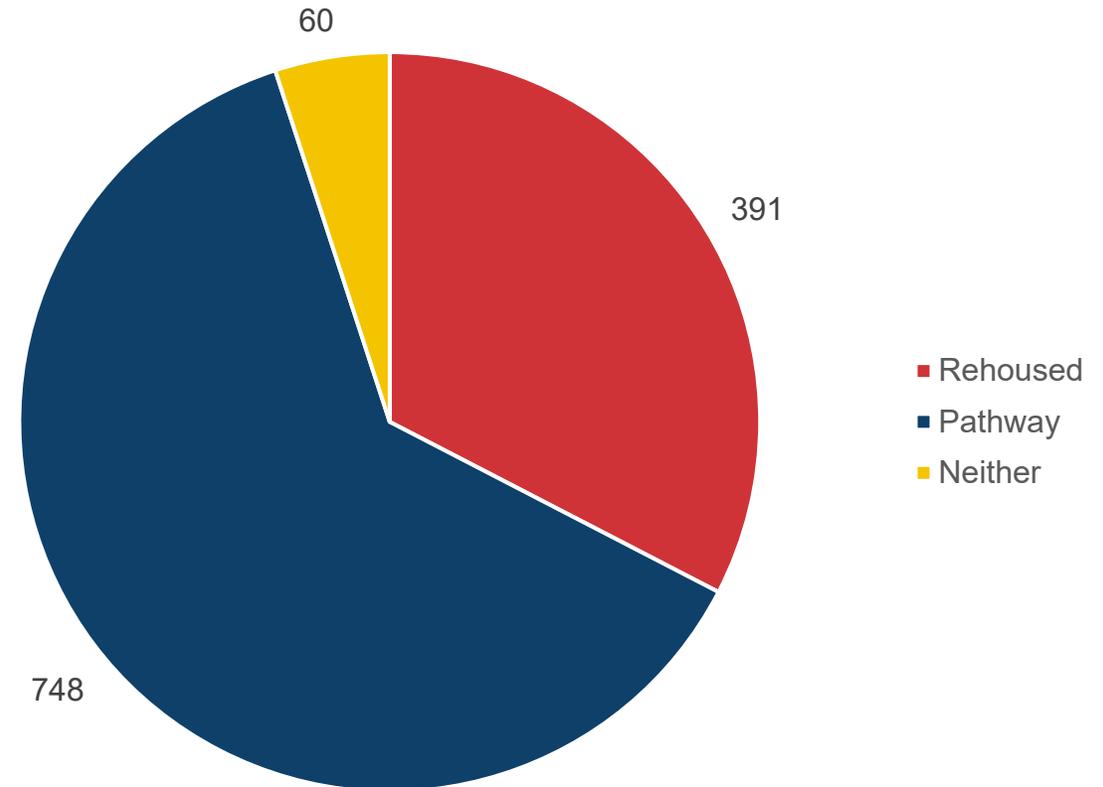
# VA's One Team Case Conferencing Reflections

- In September 2023, Homeless Program Office (HPO) leadership began joining Network Homeless Coordinators (NHC) in conducting VISN-level “One Team Case Conferencing on Returns.”
- These meetings:
  - Have focused specifically on Veterans who returned to homelessness after being permanently housed via VA homeless programs.
  - Are facilitated by NHCs and include VA medical center staff, HPO leadership and, in some cases, other community partners.
  - Will continue through the end of the goal.
  - Have been a significant factor resulting in nearly 95% of the Veterans who have returned to homelessness being rehoused or placed back on a path to rehousing.

# VA's One Team Case Conferencing Reflections

- Looking closer at the 1,199 Veterans who returned to homelessness as of September 30, 2023:
  - 391 Veterans (32.6%) have been rehoused.
  - 748 Veterans (**62.2%**) have been placed on a path to rehousing.
  - 60 Veterans (5.0%) are still pending reengagement.

Veterans Who Have Returned to Homelessness as of September 30, 2023



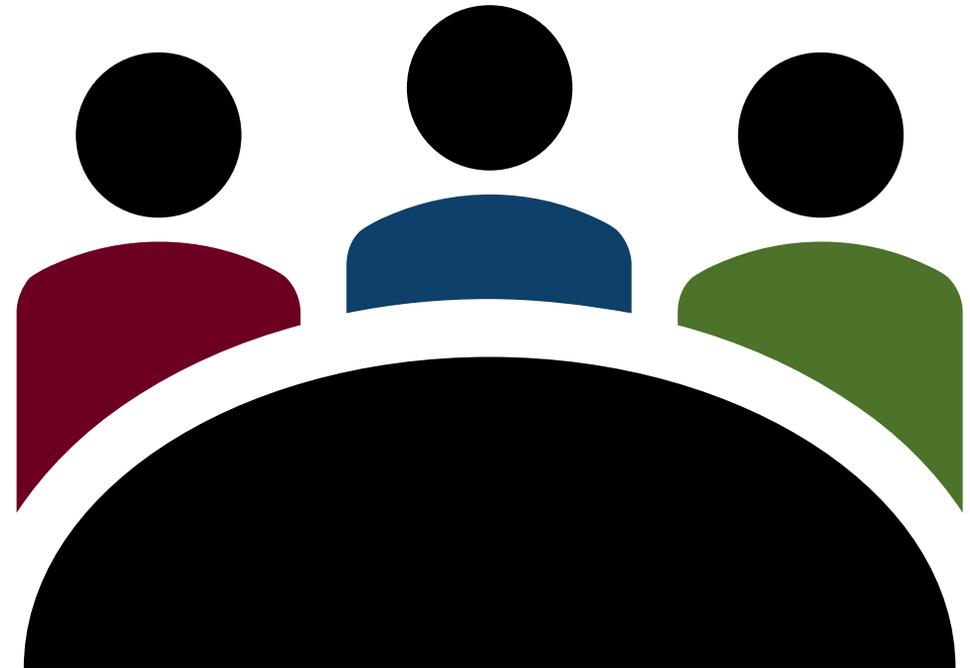
# The Next Phase of One Team Case Conferencing on Returns

In the last two months of the CY 2023 Homelessness Goals, One Team Case Conferencing on Returns must shift the focus **from pathways and toward rehousing.**

# Making One Team Case Conferencing the Norm

- VA and their community partners should develop plans to **conduct frequent, proactive One Team Case Conferencing** as part of their everyday operations.
- In addition to the priority Veterans who may have previously focused on, ensure case conferencing includes reviews of Veterans who have returned to homelessness and concrete actions for not only re-engaging those Veterans but **rehousing them** as well.
- Case conferencing should be **integrated into the broader Continuum of Care** and efforts wherever possible.

# Case Conferencing Best Practices



# What is Case Conferencing (Generally)?

- Case Conferencing is an **inclusive, community process** allowing VA and non-VA service providers to work together in an open forum to support the homeless Veterans **connect to housing resources**.
- Case Conferencing meetings are **not administrative or for data management**.
  - Data clean-up and by-name list management are done before case conferencing so time can be used for specific Veteran barrier discussions.
- Instead, case conferencing sessions are **barrier-busting and problem-solving** endeavors that lead to direct action to help Veterans successfully move through the system and, ultimately, obtain permanent housing.

# The Goals of Case Conferencing

- Ensure holistic, coordinated, and integrated assistance across providers for all Veterans experiencing homelessness in the community.
- Review progress and barriers related to each Veteran's housing goal.
- Identify and track systemic barriers and strategize solutions across multiple providers.
- Clarify roles and responsibilities and reduce duplication of services.
- Ultimately move Veterans into permanent housing.

# Which Veterans Can You Case Conference?

- Case Conferencing can focus on a range of priorities, including but not limited to:
  - Unsheltered Veterans.
  - Veterans with significant housing barriers or specialized needs.
  - Veterans with delays in accessing housing.
  - Veterans needing cross-program support.
  - Veterans who have **returned to homelessness**.
  - Other priorities based on local or regional data.

# Who Should Attend Case Conferencing Meetings?

***It depends!***

*(On which Veterans you're conferencing about.)*

# Who Should Attend Case Conferencing Meetings?

- Organize your case conference meetings to ensure key service and housing partners are actively involved, and the dialogue is focused on **case coordination and problem-solving**.
- Consider which organizations should be represented in case conference meetings **based on who serves Veterans in your community**. This may be a mix of VA staff, VA-funded grantees, community outreach, local Continuum of Care staff, etc.
- Work with your stakeholders to determine which staff should be present at case conference meetings. Ideal attendees have **in-depth knowledge** about the status, needs and preferences of each Veteran being reviewed and can also decide on providing shelter, services, or housing assistance.
- You may find that there is a need to **streamline your attendees** to keep the group's size manageable.
  - Consider appointing liaisons to represent and coordinate Veterans' housing plans with selected providers.
  - Or you could design a specialized case conference team focusing on a specific sub-population of Veterans (e.g., a family team and a singles team).

# A Typical Agenda

- Keep your standard case conference agenda simple and to the point. Remember, the primary focus of case conference meetings is the individual Veterans who are being discussed.
- A simple agenda might include the following items:
  - 1. Welcome and Introductions.**
  - 2. Key System Updates:** Be sure to keep these brief and include any critical system indicators, such as the average length of time for all Veterans to access housing.
  - 3. Case Conferencing:** Veteran-specific updates and discussion. See below for an example review format.
  - 4. Follow-up Items:** General, non-Veteran specific follow-up or action items identified during the meeting.

# What You Should Review for Each Veteran?



# Tips for Management and Facilitation

- Facilitators should ideally be able to **keep the group on task** while guiding solution-based discussions.
- Ask **probing but respectful questions** to promote efficient coordinators among attendees. For example: “It looks like the Veteran signed a lease last month but is still staying in a shelter. Is there anything this group can do to help expedite move-in?”
- Foster the group dynamic by **asking for feedback**. If there is a need to change processes or procedures, add the topic to the agenda for discussion.
- Goals for the facilitator:
  - Help members clarify their roles.
  - Establish action steps with assigned roles and responsibilities after each meeting.
  - Celebrate success!

# Key Questions for Communities

- Are you currently conducting community case conferencing?
- Does your case conferencing focus on barrier-busting rather than administrative or data cleanup?
- Do you have a dedicated facilitator with the training and skills to manage case conferencing amongst various stakeholders?
- Do you have a process for pre-identifying the most pressing Veteran cases and communicating those cases before the meetings?
- Does your case conferencing include all relevant partners, including VA and non-VA service teams?
- Is your case conferencing action-oriented and focused on actual housing and service solutions?

# Privacy and Information Sharing Guidance: Routine Use #30

- Routine Use #30 states that VA may disclose relevant health care and demographic information to health and welfare agencies, housing resources, and community providers, consistent with good medical-ethical practices, for Veterans assessed by or engaged in VA Homeless Programs for purposes of:
  - Coordinating care;
  - Expediting access to housing;
  - Providing medical and related services;
  - Participating in coordinated entry processes;
  - Reducing Veteran homelessness;
  - Identifying homeless individuals in need of immediate assistance; and
  - Ensuring program accountability by assigning and tracking responsibility for urgently required care.
- This routine use provides legal authority for VHA Homeless Program staff to disclose pertinent Veteran information, excluding 38 U.S.C. 7332-protected information, without a formal data sharing agreement or prior signed, written authorization from the Veteran if the requirements of the legal authority are followed.
- [Read our Quick Guide on Routine Use #30.](#)

# Q&A and Next Steps



# Wrapping Up

- The recording of this call will be posted to the [VHA Homeless Programs Hub](#) in the coming days and [VA.gov/Homeless](#).
- Join our Office Hours calls on the first Thursdays of the month at 3:00 p.m. Eastern / 2:00 p.m. Central / 11:00 p.m. Mountain / 12:00 p.m. Pacific / 9:00 a.m. Hawaii.
  - **Our next call will be on Thursday, December 7, 2023.**
  - For questions, please email [VHA11HPO38kGoalSupport@va.gov](mailto:VHA11HPO38kGoalSupport@va.gov).

*“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” – Margaret Mead*